



Hickam Community Housing, LLC

A company of Actus Lend Lease, LLC



Hickam Community Housing



RESIDENT GUIDE



Hickam Community Housing



Resident Guide and Community Standards Handbook

Dec. 1, 2003

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Welcome to Hickam Community Housing

Aloha! Welcome to Hickam AFB and the beginning of your family housing experience in Hawaii; demand for living on base is exceptionally high. Living on base can provide enhanced security, community atmosphere, reduced commute time, and faster access to base facilities. In Hawaii, the high cost of rental and sale properties off base increases the desirability of living on base. We are very pleased that you have chosen to become part of Hickam Community Housing. Working together, we can ensure a safe, clean, well-kept living environment conducive to the rest, relaxation, and enjoyment our residents deserve.

This brochure has been provided to assist you during your residence in Hickam Community Housing. Air Force Instruction (AFI) 32-6001 (23 Jan 02), Family Housing Management, contains Air Force policies regarding assignment and termination of military family housing. Portions of this AFI have been incorporated into this brochure. Local policies and procedures have also, to the extent possible, been included. Due to space limitations, however, all policies and procedures cannot be included in this brochure. It is your responsibility to ask first on any policy not covered, or if you are in doubt on those covered. If you choose to ignore Air Force, PACAF, Hickam AFB, or Hickam Community Housing policies or procedures, your privilege of living in Hickam Community Housing becomes jeopardized. This brochure is designed to acquaint you with your responsibilities and those of Hickam Community Housing. Pride in the appearance of your home and consideration for your neighbors will result in comfortable living conditions for all residents in our family housing community. If you have any questions regarding the contents of this brochure, please contact the Community Housing Office at 423-2300.

We are happy to have you with us in our community and wish you

much enjoyment during your tour of duty in this beautiful tropical island. Aloha!

HICKAM COMMUNITY HOUSING MANAGEMENT STAFF

QUICK REFERENCE PHONE NUMBERS

FIRE DEPARTMENT	911
AMBULANCE	911
SECURITY POLICE (To report a crime in progress or suspicious activities)	911
SECURITY FORCES CONTROL CENTER (Incidents, complaints, and law enforcement inquiries)	449-6372
HICKAM MAIN GATE VISITOR CENTER	449-1083
FAMILY ADVOCACY	449-5892
COMMUNITY HOUSING OFFICE	423-2300
HOUSING MAINTENANCE SERVICE CALL DESK (24 hours/7 days-For maintenance requests, entomology service, and lockouts)	423-1650
Quality Assurance Personnel (praise or complaints)	423-2300
LOANER FURNITURE	448-0300
SELF-HELP STORE/LAWN & GARDEN CENTER	423-1650
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Section 1 – HICKAM COMMUNITY HOUSING RESPONSIBILITIES

Hickam Community Housing will perform the following functions in support of your family housing unit: maintenance and repair, grounds maintenance, refuse collection and disposal, and pest control. Fire, police and emergency services will continue to be provided by the 15th Airlift Wing.

1.2. INSPECTIONS

1.2.1. MOVE-IN INSPECTIONS. Personnel from the Hickam Community Housing Office will provide a briefing to familiarize residents with the features of the housing unit, the process for documenting maintenance concerns or any discrepancies pertaining to the unit or appliances. The briefing will be performed in conjunction with an inspection of the entire housing unit. The service member should be present; however, the spouse may attend if the military member is unable to do so.

1.2.2. CONDITION OF QUARTERS INSPECTIONS. This inspection is conducted when the Community Housing Office becomes aware of a problem with the condition of a housing unit. Any damage to quarters is noted along with safety, sanitary, and health concerns. Failure to maintain housekeeping standards in the housing unit and grounds could result in loss of the privilege of living in Hickam Community Housing (see para 3.2).

1.2.3. YARD INSPECTIONS. Hickam Community Housing will provide routine maintenance of front and side yards. Maintenance of back

yards is the responsibility of the resident. Hickam Community Housing Office representatives will conduct inspections of back yards in the family housing areas. Discrepancy notices will be issued when yards are not maintained to standard. Please note housing inspection standards, Section 3. Discrepancies must be corrected not later than one week following the notice. (See para 3.1)

1.2.4. MOVE-OUT INSPECTIONS. This inspection is conducted as outlined under “Termination of Family Housing” (see Section 12).

1.3. NON-TEMPORARY STORAGE. The government will provide non-temporary storage of furniture that is determined to be impractical or unsuitable for use in the assigned quarters. This would include large furniture, which is not usable due to the size or configuration of the quarters. Examples of items that are not approved for storage includes boxes of miscellaneous items such as toys, books, and magazines. (see paragraph 2.5)

1.4. MAINTENANCE AND REPAIRS. Hickam Community Housing has primary responsibility for the maintenance of your home. Please call the service desk at 423-1650 to request maintenance for your home. Normal business hours are Monday through Friday from 0800 to 1700, Saturday 0800-1400. After hours and on Sundays, please limit calls to those for emergency requirements only.

1.4.1. Hickam Community Housing Office representative will assign a job order number to your service request and will provide an approximate date and time the work will be performed. There are three categories of service: emergency, urgent, and routine. The category of service order determines when the service will be accomplished.

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1.4.2. Emergency service calls require immediate attention. Some examples are structural, utility, or mechanical problems that could cause loss of life or property; serious damage affecting health, safety, security, or mission; and complete utility failure (electricity, gas, water, or sewage). The service call desk is available on a 24-hour basis for emergency requirements. If you place a request for emergency service, it is of utmost importance that you are home at the time for the emergency service appointment.

1.5. ENTRY. Hickam Community Housing reserves the right to enter your house under reasonable circumstances. In all but emergency situations, you will be notified a minimum of 24 hours before scheduled entry. We will make every attempt to provide at least 48 hours notification.

1.6. REFUSE COLLECTION AND DISPOSAL. Trash is picked up once per week. Trash receptacles are provided to each occupant. Please ensure all trash is placed completely inside the container. Only trash inside the container will be picked up.

1.7. BULK TRASH. Bulk trash pick up is provided at curbside each Friday. Items shall not be placed on the curb earlier than Thursday evening after 2000 (see paragraph 2.23).

1.8. GREEN WASTE. The Hickam Community Housing Office will arrange and advertise collection dates for green waste. **ABSOLUTELY NO REGULAR HOUSEHOLD TRASH, BULK TRASH, GARBAGE, OR OTHER REFUSE WILL BE COLLECTED.**

1.9. RECYCLING. Recyclables are picked up curbside on the same day as trash pick up. Residents are required to return recycling bins to the area provided within the premises on the day recycling collection occurs. **ABSOLUTELY NO REGULAR HOUSEHOLD TRASH, BULK TRASH, GARBAGE, OR OTHER REFUSE IS TO BE PLACED IN RECYCLING CONTAINERS.**

1.10. INSECT/PEST CONTROL. Bugs and insects are a fact of life in our tropical environment. Each housing unit is treated prior to occupancy. In order to prevent major infestation, residents are expected to take immediate action upon first noticing insects. General use insecticides may be purchased at the Base Exchange (BX) or the Commissary, and some items are available at the Self-Help Store / Lawn and Garden Center. Exercise caution while handling toxic chemicals and follow directions completely. If residents are unable to control insects and avoid infestation, they may request entomology services by calling 423-2300.

1.11. LOCKOUTS. Call the Hickam Community Housing Office at 423-2300. Proper identification will be required. If you require lockout assistance more than once, you may be required to pay for the service call.

1.12. LOANER FURNITURE. The Government provides loaner furniture on a temporary basis for arriving and departing families. Requests should be made to your assignment / termination counselor in the Base Housing Management Office.

1.13. SELF-HELP/LAWN & GARDEN STORE. Numerous assorted

items for maintaining your home and yard may be obtained from the Self-Help / Lawn & Garden Center. The store is open from 8 a.m. to 4 p.m. Tuesday through Friday and 8 a.m. to 2 p.m. on Saturday. Visit the store or call 423-1650 for information on materials available. (See Section 10)

Section 2 - RESIDENT RESPONSIBILITIES

2.1. SPONSOR. The term “sponsor” as used in this brochure refers to military and civilian members who are assigned to Hickam Community Housing. Sponsors are responsible for ensuring that they, their dependents, and their visitors comply with the provisions of this brochure, as well as applicable directives. Sponsors will assure their households are conserving utilities, reporting maintenance needs, and following fire, health, and safety instructions. Sponsors should contact the Hickam Community Housing property manager to resolve any problems that might arise between themselves or their families and other residents of the community.

2.2. MEMBERS OF OTHER SERVICES OR AGENCIES. Members of all military services and other agencies residing in Hickam Community Housing will abide by host installation (Hickam) housing rules and these rules.

2.3. CHAIN OF COMMAND. Complaints related to housing assignment, maintenance response, and other housing related activities should be brought to the attention of the Hickam Community Housing property manager. Residents and family members should seek assistance through the Hickam Community Housing office before going to the Privatized Housing Element Chief.

2.4. COMMUNITY PARTICIPATION. From time to time Hickam Community Housing may call Town Hall meetings or other informational sessions for housing-related issues. Your participation is highly encouraged. You will receive specific notification when an event is

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scheduled. If you are unable to attend due to illness, TDY, or official duty, your spouse or another designee should attend in your absence.

2.5. NON-TEMPORARY STORAGE. Resident's request for non-temporary storage of household goods, along with list of items requested to be stored, must be provided to the Base Housing Management Office within 30 days after delivery of household goods. (See para 1.3)

2.6. CHANGE IN STATUS. Residents must notify the Hickam Community Housing Office, in writing, of any change in status, such as an increase or decrease in number of dependents residing with the sponsor, an increase or decrease in military grade, change to DEROS, change to duty location, and change to duty phone. If dependents no longer reside with the military member or the member no longer resides with dependents in the housing unit, there is no longer eligibility for Hickam Community Housing quarters, and occupancy must be terminated within 30 days. It is the sponsor's responsibility to notify the Hickam Community Housing Office immediately and to aggressively seek off-base housing to comply with the 30-day requirement.

2.7. NAME SIGNS. All housing units must have the military member's name and grade displayed in the brackets on the front of the unit. Hickam Community Housing will place signs. Nothing additional or differing is authorized. If there is a name or grade change, please contact Hickam Community Housing Office. For name or grade changes to these signs, please contact the Hickam Community Housing Office.

2.8. EXTENDED ABSENCE. If your quarters will be unoccupied for extended periods (more than 7 days), you must make arrangements for the security, prudent care, yard maintenance, and periodic inspection of your home.

2.9. LIABILITY. Members of the Armed Forces occupying Hickam Community Housing units are liable and accountable for loss or damage to family housing units, equipment, or furnishings caused by abuse or negligence of the member, the member's dependents, household pets, or the member's guests. Any damage determined to be beyond normal wear and tear requires resident reimbursement to Hickam Community Housing. This includes, but is not limited to, nails in doors, burns on countertops, damage to floors or carpets, damage from waterbeds, and pet damage. Costs incurred by Hickam Community Housing will be applied. NOTE: Residents will be held liable for maintenance calls of a repetitive nature, which are caused by abuse or negligence.

2.10. MAILBOXES. It is a federal offense to tamper with, damage, or steal from mailboxes, and anyone who does so is subject to fines and/or imprisonment. In accordance with postal regulations, only mail delivered by the U.S. Postal Service is to be placed in mailboxes; all other items, such as brochures, pamphlets, flyers, and packages and letters that have not been mailed are prohibited. Parents, please ensure your children are aware of this and comply.

2.11. INSURANCE. Hickam Community Housing will make Renter's Insurance available to the residents. The Renter's Insurance Policy will provide \$15,000 personal property and \$100,000 liability coverage, with a \$250 deductible. Optional coverage and additional riders, such as loss of use, coverage for specific articles, etc., is not included in the Policy. Disaster insurance, such as floods and earthquake, have not been included. Contact information for other insurance agencies that

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provide Renters Insurance in Hawaii will be available in HCH. Residents are encouraged to obtain supplemental insurance coverage for high value items at their own cost. Currently no application for renter's insurance is required however that requirement may change in the future based on the needs of the insurance company. Hickam Community Housing does not act as an agent or insurer.

2.12. ENERGY CONSERVATION. Hickam Community Housing residents are required to conserve energy. Rising utility costs require us to use common sense – we must do everything possible to conserve our precious utilities and resources. Kindly do your part to prevent waste.

2.12.1. WATER. The normal and reasonable use of water in your quarters will not normally be restricted. However, since excessive usage results in increased costs and depletion of the island's supply, we ask your cooperation and assurance to avoid waste. Underground irrigation systems installed in front and side yards will be maintained and will be activated using moisture sensing devices to minimize water usage. Back yards (with no irrigation systems) should be watered only from 6 a.m. to 9 a.m. and 4 p.m. to 8 p.m. Residents living at odd-numbered addresses will water only on odd-numbered dates, and residents living at even-numbered addresses will water only on even-numbered dates. Lawns should be watered no more than 20 minutes in each location. Please do not allow water to pool on lawns or run over sidewalks or onto streets. Also, ensure water does not hit the walls of the building. Conserve water by running washing machines and dishwashers only with full loads. Turning off the water while brushing teeth or shaving will also save gallons of water per day. (See paragraph 3.1.10)

2.12.2. ELECTRICITY. An organized effort is required to conserve elec-

tricity by eliminating unnecessary use. You can help by minimizing the use of electrical appliances and lights, especially during peak demand periods of 0600 to 0800 and 1700 to 1800. Interior and exterior lights should always be turned off when not in use. Please assure outside lights are never left on during daylight hours. Use air conditioners only when really necessary and turn air conditioners off when windows or doors are left open. Open windows to take advantage of trade winds for cooling and ventilation. Limit the use of clothes dryers to full loads.

2.13. ENVIRONMENTAL PROTECTION. Do not pour engine oil, coolant, car grease or other similar products down any drainage system, into the street or gutters, on the ground, or into the plumbing system. See Section 11 for the proper disposal of household hazardous wastes. Burning of leaves/refuse is prohibited.

2.14. RECYCLING. Recyclable refuse is picked up curbside once per week on the same day as your trash pick up. Please put aluminum cans, glass, plastics, newspapers, magazines, and cardboard in separate containers. Recyclables shall be rinsed free of food and other debris prior to placing in the containers. ABSOLUTELY NO REGULAR HOUSEHOLD TRASH, BULK TRASH, GARBAGE, OR OTHER REFUSE IS TO BE PLACED IN RECYCLING CONTAINERS. Residents are required to return recycling bins to the area provided within the premises on the day recycling collection occurs. Participation in the Hickam recycling program is mandatory for all residents of base housing. Recycling personnel will identify violations of non-participation, and those residents will receive a citation. If you have a large pick up request, please call the Recycling Center at 423-2300.

2.15. SAFETY. Immediately report any safety hazards to Hickam

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Community Housing at 423-2300 and any fire hazards to the Fire Department Prevention Element at 449-8103. Do your part to correct any hazards if possible. Do not overload multiple outlet adapters, extension cords, or power strips.

2.16. MINOR MAINTENANCE AND REPAIRS. Hickam Community Housing will be responsible for performing most minor maintenance tasks and repairs. Some minor tasks such as replacing light bulbs, and globes, tightening screws, replacing shower heads and toilet seats, performing basic pest control, etc may be completed by the resident. Other maintenance and repair requirements should be reported to the Hickam Community Housing Office's Service Call Desk. Either the sponsor or the spouse may call in service requests. Every resident has a responsibility to take action to prevent additional damage to their apartment/building while awaiting repairs. (See para 2.9)

2.17. RECREATIONAL VEHICLES. Boats, campers, trailers, motor homes, and other recreational vehicles are permitted in Hickam Community Housing areas only for the purposes of loading and unloading before or after a trip. This should take no more than 24 hours on each end of the trip. The Services Squadron provides on-base storage for recreational vehicles. However, if no space is available in their lot, residents are responsible for obtaining off-base storage.

2.18. VEHICLE REPAIRS. Vehicle maintenance or repairs, other than changing flat tires, are not authorized in housing areas. **VEHICLES MUST NEVER BE ON JACKS FOR ANY REASON OTHER THAN TIRE REPLACEMENT AND MUST NOT BE LEFT UNATTENDED AT ANY TIME WHEN ON JACKS FOR TIRE REPLACEMENT.**

2.19. INSECT/PEST CONTROL. Each housing unit is treated prior to occupancy. Each resident is expected to take immediate action upon first noticing insects so infestation can be prevented.

2.20. CARE OF INTERIOR. Care of your home should be an on-going effort from the time you move in until the time the unit is turned back to HCH.

2.20.1. KITCHENS. Special attention is needed to maintain the appliances, cabinets and walls in the kitchen. Please do not use gritty or harsh detergents when cleaning. Ovens, broiler units, top burners, and filters in overhead hood units should be cleaned regularly to prevent grease build-up, which is a fire hazard. The exterior of the range and the oven door gasket should be cleaned frequently to remove oil, grease, and food particles. Refrigerators should be cleaned regularly with water and baking soda solution, rinsed and dried. Avoid use of sharp instruments to remove ice when defrosting. Avoid placing hot utensils on counter tops, as this can cause permanent damage. Use of a cutting board is a must when chopping, slicing, or cutting. Use only regular shelf paper in drawers and cupboards; the use of adhesive-backed paper will damage surfaces when removed. Walls should be cleaned at periodic intervals to prevent surface grease and soil buildup. Do not paste decals on kitchen cabinets or drive nails or hooks into cabinet doors.

2.20.2. BATHROOMS. In a high-humidity climate such as here in Hawaii, walls in the tub and shower area have a tendency to mildew and should be cleaned periodically with a product to combat mildew. Bathrooms should be vented daily to prevent mildew buildup. Ceramic tile and fixtures should be cleaned with a mild detergent. Use a com-

mercial cleaner to prevent calcium deposit buildup in toilets. Avoid flushing items such as paper towels or disposable diapers. If plumbing stop-ups occur, first try using a plunger. If this fails to clear the system, then call the Hickam Community Housing Office.

2.20.3. FLOORS. When cleaning floors, pay special attention to the corners and along baseboards for dirt and wax buildup. As you clean, keep in mind that excessive water can cause damage to any floor, especially wood. Vinyl tile and sheet vinyl floors may be waxed. Remove old wax occasionally to prevent wax buildup. Use only quality products to wax or remove old wax. Hardwood floors should be dusted frequently and only occasionally wiped down with a damp, not wet, mop. Do not wax hardwood floors.

2.20.4. CARPETS. Vacuum frequently, at least weekly. Clean up spills immediately, before they become stains. Hickam Community Housing will make available carpet cleaning equipment for residents to use. We recommend residents steam clean or shampoo carpets at least every 6 months, or more often if they have pets. Residents will be held accountable for damages caused by pets, burns, etc.

2.20.5. WALLS. Use mild soap and warm water to keep walls clean. Do not apply adhesive-backed materials, wallpaper, or decals to walls, as these cause damage when removed. Use only small nails or picture hangers to hang items on walls. Make sure there are doorstops on all doors to prevent damage to walls. It is the resident's responsibility to remove spider webs on a monthly basis. Equipment is available at the Self-Help Store Lawn and Garden Center to assist with this task.

2.21. CARE OF EXTERIOR. Exterior care shows pride in your home

and community and contributes to the overall beautiful appearance of the base. Neglect of exterior upkeep will jeopardize the privilege of residing in family housing. (See Section 3)

2.21.1. GROUNDS. Your specific area of responsibility is identified for you at your assignment briefing. Generally, you are responsible for your back yard. Each sponsor is expected to maintain his or her assigned grounds. If the sponsor is on TDY or leave status, the sponsor's spouse and/or dependent children are responsible to maintain the assigned ground area. If the entire family will be away, the sponsor must arrange for the assigned grounds to be maintained during their absence. Hickam Community Housing will assist sponsors and their families in making these arrangements. See Section 3 for inspection standards.

2.21.2. WINDOWS. Residents are responsible for interior and exterior cleaning of windows during occupancy. Extra care is required when cleaning jalousie windows to avoid chipping or breaking. Keep safety in mind when cleaning exteriors of second-floor windows. It is the resident's responsibility to remove spider webs on a monthly basis. Equipment is available at the Self-Help Store/ Lawn and Garden Center to assist with this task.

2.22. HOUSEHOLD TRASH. All trash must be placed inside issued containers, which may not be placed curbside until after 8 p.m. the evening before pick up. Containers must be replaced in their storage location by 7 p.m. the day of pick up. (See paragraph 1.6). Residents are required to return recycling bins to the area provided within the premises on the day recycling collection occurs. Large items must be reserved for bulk trash pick up. (See paragraph 2.23)

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Housing Office. Residents and guests of Hickam Community Housing must abide by this plan.

2.23. BULK TRASH. Bulk trash consists of furniture and other bulky or heavy items. Items for bulk trash pickup are to be placed curbside no earlier than 8 p.m. the evening before scheduled pick up date. Do not place items out after pick up has occurred. In the case of a short notice PCS, please contact the Hickam Community Housing Office regarding disposal of bulk items if unable to dispose during regularly scheduled pick up.

2.24. GREEN WASTE. The Hickam Community Housing Office will arrange and advertise collection dates for green waste. ABSOLUTELY NO REGULAR HOUSEHOLD TRASH, BULK TRASH, GARBAGE, OR OTHER REFUSE WILL BE COLLECTED. (see paragraph 1.8)

2.25. PETS. All residents are responsible at all times for controlling their pets (see paragraph 3.1 and 3.1.6, and Section 4) Failure to do so will jeopardize the privilege of residing in family housing.

2.26. SELF-HELP WORK. Residents must make a written request and receive approval from Hickam Community Housing Office prior to initiating any home improvement project or installing any equipment, to include playground equipment (see Section 10).

2.27. RESIDENT DISPUTES. Residents are responsible for bringing disputes to settlement (see para 8.7).

2.28. REAL ESTATE OPERATIONS AND MANAGEMENT PLAN. The Air Force and Hickam Community Housing have formulated and agreed to a document titled "Real Estate Operations and Management Plan". The document can be viewed in the Hickam Community

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Section 3 – INSPECTION STANDARDS

3.1. WEEKLY EXTERIOR INSPECTIONS. During weekly inspections that normally occur on Tuesdays or Wednesdays, Hickam Community Housing representatives will inspect residents' compliance in the areas listed below. For new residents of less than 60 days, a courtesy notice, or friendly reminder, will be issued initially. If non-compliance is noted on re-inspection, the resident will receive a first notice. Any second notice issued for non-compliance with base standards will be considered a serious violation of the tenant lease agreement and could result in loss of housing privileges. Documentation of three discrepancies in any 12-month period will also be forwarded to the members Commander and will jeopardize the resident's privilege of living in family housing. In addition, all unsafe items or practices will be reported to Wing Safety, and fire protection concerns or deficiencies will be reported to the Fire Department. (See paragraph 1.2.3.)

3.1.1. BACK YARD LAWN CARE. Grass should be mowed as necessary to maintain a neat, even, uniform appearance. Grass height should not exceed 3 inches. Grass cuttings must be removed immediately from surrounding patios, pavement, and parking lots. Dispose of cuttings in green waste containers.

3.1.1.1. BACK YARD EDGING/TRIMMING. Grass growth will be edged back ½" to 1" from patios and sidewalks. Trim grass around foundation of buildings, base of trees and bushes, and around flower gardens and play equipment or other yard structures.

3.1.1.2. REMOVAL OF GRASS AND WEEDS. All grass and weeds must be removed from cracks in sidewalks, curbs, and pavement.

3.1.2. REMOVAL OF DEBRIS. The Hickam Community Housing Office will arrange and advertise collection dates for green waste. ABSOLUTELY NO REGULAR HOUSEHOLD TRASH, BULK TRASH, GARBAGE, OR OTHER REFUSE WILL BE COLLECTED.

3.1.3. BACK YARD SHRUBS/BUSHES. Trim shrubs/bushes to below 7' height and to present a neat appearance. For security purposes, bushes or shrubs by windows should be trimmed to below window ledge height. To deter insect infestation, all foliage should be kept trimmed away from buildings. Vines and climbing plants must be removed from walls. Only one banana patch per dwelling is permitted, with no more than three banana stalks. Trim all dried leaves and branches promptly and place in green waste dumpsters.

3.1.4. TREES. Planting of trees by residents is not allowed. Residents may do minor trimming of trees in their area of responsibility.

3.1.5 FLOWER BEDS. Flower beds should be kept free of grass, weeds, dead plants, and trash. Separate trash debris from grass and plant debris before disposing of grass and plant debris in green waste dumpsters.

3.1.6 PET DROPPINGS. Pet droppings must be removed immediately from all neighboring areas, common areas, sidewalks, roads, carports, or parking areas. Be prepared and carry plastic bags or other means of removal every time your pet is out of your yard. In your own yard, pet droppings must be collected and properly disposed on a daily basis or more frequently if you have more than one dog or a large dog. (See paragraph 4.7.)

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3.1.7. PATIOS, LANAIS AND CARPORTS. These areas must be maintained in a neat, clean fashion and kept free of debris. Storage areas may not be cluttered or otherwise unattractive. Carport and other parking areas must be kept free of grease, oil, or antifreeze residue. Chemical products must be in locked storage. Hazardous materials such as batteries or tires must be disposed properly (see Section 11).

3.1.8. SUN SHELTERS, TENTS, ETC. Temporary shelters are for short-term use only and must be removed when not in use.

3.1.9. STORAGE SHEDS, TRAMPOLINES, BASKETBALL GOALS. All appurtenances and home improvement projects require prior approval. If in doubt, ask first. Work performed with no approval or noncompliance with terms of an approval, will result in a discrepancy notice (see Section 10).

3.1.10. WATER/ENERGY CONSERVATION. Discrepancy notices will be issued for excessive watering that is causing pooling or run-off into other areas, as well as for watering on the wrong day or at the wrong time of day (see paragraph 2.12.1). Additionally, residents will be cited if exterior lights remain on during daylight hours.

3.1.11. UNAUTHORIZED VEHICLES. Disabled, inoperable, uncensed, or unregistered vehicles are not permitted in housing areas. Discrepancy notices will be issued and Security Forces will be notified for disposition.

3.1.12. PARKING. No vehicles may be parked on grass or seeded

areas at any time. Tandem parking is not allowed. (See paragraph 7.5.). Residents should request visitors to park in designated parking areas.

3.2. GOOD HOUSEKEEPING (INTERIOR INSPECTIONS). Residents are required to maintain the interior of their homes to a standard of cleanliness and safety that will provide a safe environment for their families and neighbors. If unhealthy, unsanitary, or unsafe interior conditions are reported, the Hickam Community Housing office will schedule interior inspection of the quarters. Damage to quarters may also prompt such an inspection. (See paragraph 1.2.2.)

3.3. EMERGENCY INSPECTIONS. The right to enter occupied quarters for the purpose of emergency inspection/repairs is reserved by HCH. Normally no personnel will enter occupied quarters without the resident's permission.

3.4. TERMINATION OF OCCUPANCY (See Section 12).

Section 4 – PETS

4.1. RESPONSIBILITY. Sponsors are responsible for the behavior of their pets and must assure their pets do not become a nuisance or menace to other pets, persons, or property. Owners must ensure pets are immunized and must maintain clean surroundings and provide proper humane care for their pets. Owners displaying lack of responsibility jeopardize their privilege of having pets in Hickam Community Housing. To report pet neglect, abuse, biting, nuisance and destruction of property, notify Hickam Community Housing Office or Security Forces at 449-6372.

4.2. AUTHORIZED PETS. Authorized animals are limited to most breeds of dogs, cats, guinea pigs, domestic rabbits, white mice and white rats (from the USA), and caged birds or fish in bowls or aquariums. No more than 2 pets (besides those in cages or aquariums) per household are allowed, with the exception of puppies and kittens up to 8 weeks of age. Residents who were assigned to family housing prior to publication of this Tenant Guide and do not meet the current standards for number of pets are required to request exception to policy. Requests will be evaluated on a case-by-case basis.

4.3. LICENSE/REGISTRATION/IDENTIFICATION.

4.3.1. LICENSE AND REGISTRATION. All dogs over 4 months of age must be licensed by the City and County of Honolulu and must wear a collar with an attached city and county dog tag. Licenses must be renewed on or before expiration date. Applications for licenses may be obtained from the Hawaii Humane Society or any Satellite City Hall.

Register all dogs and cats with the Veterinarian Treatment Facility (VTF) within 10 working days of arrival on base.

4.3.2. CAT AND DOG IDENTIFICATION MICROCHIP. Owners of dogs and cats on base are required to have an American Veterinary Identification Device (AVID) microchip implanted under the skin of their pets. This device will assist in returning lost animals to their proper owners. Hawaii law makes it mandatory for all pets coming through quarantine to have this microchip implant. The implant serves as a worldwide identification system and is especially beneficial for military personnel who relocate often. The Hickam Veterinary Clinic in building 1864 on Kuntz Avenue can perform this procedure. For appointments or questions, call the clinic at 449-6481.

4.4. CONTROL OF PETS. Dogs must be confined to quarters, in a fenced yard, or restrained by a chain or leash. Positive restraint shall include leashing or chaining the animal in such a manner so as to preclude the animal from running free or interfering with pedestrians or the normal flow of traffic. In no case will the restraining line be longer than 8 feet or allow the animal to move outside the owner's back yard. At no time may pets be chained or otherwise attached to trees, bushes, or any Government building, structure, or appurtenance. When dogs are outside the owner's yard for any purpose, they must be leashed and at all times under control of the owner or another person capable of controlling the animal. Animals other than dogs and cats must be kept in cages or tanks at all times.

4.5. BREEDING/COMMERCIAL USE. Breeding of any animal for commercial use is strictly prohibited. Spaying/neutering is strongly encour-

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aged; however, if this is not agreeable, homes must be found for any litters produced, prior to the 8-week age. At no time past the 8-week age will there be more than 2 pets in a household.

4.6. ANIMAL FECES/HEALTH HAZARD. All animal owners or their representative (if the owner is away from Hickam AFB) are responsible for the daily removal and sanitary disposal of pet feces from yards and/or common areas and neighboring yards. All animal feces within the interior of the quarters shall be picked up immediately and litter boxes cleaned regularly. Animal feces in owner's yards must be removed on a daily basis. Violations of this requirement constitute a health hazard and will be dealt with accordingly. (See paragraph 3.1 and 3.1.6.)

4.7. FEMALE DOGS AND CATS. Female dogs and cats in heat must be confined inside the owner's assigned quarters. Being in a fenced yard does not constitute confinement. If the owner chooses not to confine the dog or cat, it must be kept at a place off the installation. Female dogs and cats in heat will not be tied or kept in cages or pens outside the owner's quarters, nor will they be allowed to run loose. They may be let outside to relieve themselves, but must be under the direct scrutiny and control of the owner at all times.

4.8. STRAY/LOST ANIMALS. Contact Security Forces to pick up stray or lost animals. Stray animals will be kept for a period not to exceed 24 hours, and then will be turned over to the Humane Society or to the cat Save a Feline from Euthanasia (S.A.F.E.) House program.

4.9. NUISANCE/VICIOUS ANIMALS. Owners may be directed to permanently remove any animals displaying unprovoked vicious behavior

such as lunging at people, continuous growling, biting, fighting, etc. Such removal will be at the owner's expense. Repeated instances of animal misbehavior/lack of control on the part of the owner will jeopardize the privilege of pet ownership for the duration of residence in Hickam Community Housing. Any animal that barks, bays, cries, whines, howls, or makes any other continual unreasonable noise is considered a nuisance. Residents can purchase training collars through a veterinarian to prevent these noises.

4.10. ANIMAL BITES. All incidents of animal bites must be reported immediately to Security Forces at 449- 6373. The Veterinary Treatment Facility (VTF) should also review the incident to determine whether the animal should be quarantined.

4.11. PET SITTING. Residents may accept the responsibility of watching pets for a neighbor, friend, or coworker in their own home if the additional pets do not bring the total household pets to more than two. By doing so, the pet sitter is accepting full responsibility and liability for the animals as noted above. All violations, fines, and police incident reports involving the animal will be issued to the animal sitter, not the owner, during the sitting period.

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Section 5 – SPECIAL INTEREST ITEMS

5.1. **ROOF AREAS.** Roof areas are off limits to housing residents. Access is limited to authorized personnel only.

5.2. **SATELLITE DISHES/ANTENNAS/CABLE TV.** Individually owned satellite dishes, HAM radio antennas, and external TV or radio antennas are not permitted unless approved by the Hickam Community Housing Office. During the approval process, specific locations where the dishes or antennas can be installed will be identified. Oceanic Cable and Craig TV (formerly Verizon) are the only authorized on-base providers.

5.3. **POOLS.** Only nonpermanent children's wading pools made of rubber or plastic with a maximum depth of 8 inches and maximum diameter of 5 feet may be used in our housing areas. These must be placed in back yards only. Authorization is provided only if used under constant adult supervision. **AN ADULT MUST BE PRESENT AT ALL TIMES WHILE POOL CONTAINS WATER, REGARDLESS OF WHETHER CHILDREN ARE PRESENT.** Pools must be completely drained after use. When not in use, pools must be stored so as not to collect water. Any landscape damage must be repaired prior to termination of quarters. Personal liability insurance is strongly recommended.

5.4. **GUESTS.** Occupancy of family housing units by more than one family is not authorized. However, social visits of 30 days or less do not constitute joint assignment of quarters. Written request must be submitted to Hickam Community Housing Office for approval for visitors beyond the 30-day limit.

5.5. **WATERBEDS.** Waterbeds are permitted; however, it is recommended that users of waterbeds maintain liability insurance to cover any damage that may result from the installation, use, or removal of the waterbed.

5.6. **YARD AWARDS.** A Yard of the Month award program has been developed to recognize individuals who maintain a well-kept yard. These awards are issued within designated neighborhood areas. Criteria for the award are a well-maintained yard that continually meets or exceeds yard care standards (see paragraph 3.1 – 3.1.12) and that shows extra care and effort toward beautification. Families selected for Yard of the Month will be eligible for awards.

5.7. **BASKETBALL GOALS, TRAMPOLINES, SWINGSETS, PLAY-HOUSES, HAMMOCKS, ANIMAL SHELTERS, ETC.** These types of items must be stored behind the quarters/out of sight from the street. In any event, requests for these items must be made to the Hickam Community Housing office and will be evaluated on a case-by-case basis. **WRITTEN APPROVAL FROM HICKAM COMMUNITY HOUSING MUST BE OBTAINED PRIOR TO INSTALLATION.** Approval will include installation and maintenance criteria; compliance is mandatory. **NOTE:** Use of trampolines is a safety concern. Proper installation, use, and supervision are mandatory. Refer to information provided by the Hickam Community Housing Office as well as manufacturer's instructions. Personal liability insurance is required. (See Section 10.)

5.8. **FIREWORKS.** Fireworks are prohibited on Hickam AFB.

5.9. **EXTERIOR DECORATIVE LIGHTS.** Exterior decorative lights are

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authorized only for holidays. Installation of lighting must be approved by Hickam Community Housing, and installation must follow strict installation requirements that will be furnished with the approval. Residents will be responsible for all damage that is caused as a consequence of lighting installation and / or removal. Residents will be required to remove any decorative lights installed at other times of the year. In keeping with our safety and energy reduction goal, authorized lighting times are restricted to the hours between 6 p.m. and 10 p.m. For holidays such as July 4th or Halloween, lights may be installed one week prior to the holiday and must be removed the day following the holiday. Lights for the Christmas holiday season may be installed on Thanksgiving and lighted through 1 January during the hours between 6 p.m. and 10 p.m. Two exceptions to this policy are Christmas Eve/Day and New Year's Eve/Day, when lighting restrictions will not apply. All lights must be removed by 15 January. Lights are prohibited on roofs and roof edges or any location where climbing or roof access is required. Any installation of electrical lighting decorations will be done in a safe and prudent manner using lights, cords and equipment that are approved and rated for exterior use.

5.10. WINDOW AIR CONDITIONING UNITS. To prevent overloaded circuits, all air conditioners rated over 10 Amps must be plugged directly into the wall outlet that is on a dedicated electrical circuit. Not more than one (less than 10 amp) air conditioner may be operated on any one single electrical circuit. If you are purchasing existing units, ensure you review the owner's manual and understand how much power your unit requires. Do not use extension cords to connect air conditioners to any outlet, as this could cause a short circuit and cause a fire. Installation of air conditioning units requires the approval of Hickam Community Housing Office.

Section 6 - FIRE PROTECTION

6.1. RESPONSIBILITY. The sponsor in each housing unit is responsible for ensuring compliance with all applicable fire and life safety standards. Training aids and materials can be obtained through the base Fire Department.

6.2. ORIENTATION. Prior to assignment to family housing, fire prevention training is mandatory. A 10-minute video briefing is provided in the Hickam Community Housing Office at the time of acceptance of quarters.

6.3. FIRE SAFETY CONSULTANTS. For additional information or any assistance regarding fire prevention and fire safety, please contact the Fire Prevention Element of the Fire Department at 449-8103..

6.4. FAMILY LIFE SAFETY PLAN. Teach your family about a life safety plan and practice the plan regularly. The sponsor in each household should instruct all family members about fire prevention. Critical elements of your plan include:

6.4.1. EVACUATION PLAN. Also known as EDITH for Evacuations Drills In The Home. Sponsors should make an evacuation plan immediately upon assignment of quarters. Plan two ways out of the house and designate an outside meeting place. Practice this plan every three months. If an emergency should occur, you'll be glad you did.

6.4.2. SMOKE DETECTORS. The sponsor of each MFH unit is responsible for a monthly test and examination of all household warning devices installed within the quarters. The test and examination of these devices shall include: Inspecting the physical appearance of the

devices for evidence of damage, abuse, tampering, or other indications that may render it inoperative. Ensuring the units are securely mounted. Conducting an operational test according to the manufacturer's guidance to ensure the audible alarm is working. Vacant units will not be reoccupied if the household fire warning system is not functioning properly. The occupant will be provided a brochure, detailing detector testing and maintenance procedures, by HCH. At change of occupancy, smoke detector maintenance will be conducted in accordance with UFC 3-600-02. Deficient operation or faulty equipment shall be reported to the agency responsible for maintenance. Replacement and inspection of smoke detectors is performed during maintenance prior to your move in. During occupancy, inspection is the sponsor's responsibility and must be performed once per month. Do not tamper with detectors or attempt repairs. Any non-working smoke detectors should be reported immediately to Hickam Community Housing Office at 423-2300.

6.4.3. FIRE EXTINGUISHERS. Fire extinguishers are provided for each housing unit. If your home does not have one, please contact Hickam Community Housing to have one installed. Please assure all family members understand how to operate the fire extinguisher and not to tamper with fire extinguishers. For fire extinguisher training, contact the Fire Department at 449-8103.

6.5. TO REPORT AN EMERGENCY (FIRE, AMBULANCE OR POLICE) - DIAL 911. IF A FIRE OCCURS IN YOUR QUARTERS, VACATE THE BUILDING, IMMEDIATELY NOTIFY THE FIRE DEPARTMENT AT **911**. GIVE THE OPERATOR YOUR NAME, TELEPHONE CALL BACK NUMBER, ADDRESS AND LOCATION OF FIRE. DO NOT HANG UP UNTIL THE OPERATOR ACKNOWLEDGES CORRECT RECEIPT OF ALL INFORMATION. NOTIFY ALL

RESIDENTS OF THE BUILDING AND ENSURE EVERYONE HAS EVACUATED THE BUILDING AND ALL ARE ACCOUNTED FOR. ONCE THE FIRE DEPARTMENT ARRIVES ON THE SCENE, MAKE CONTACT, PROVIDE DIRECTIONS AND ANSWER ANY QUESTIONS. ALL FIRES, REGARDLESS OF SIZE, EVEN FIRES THAT HAVE BEEN EXTINGUISHED, MUST BE REPORTED TO THE FIRE DEPARTMENT

6.6. COOKING. Never leave cooking unattended. Exercise extreme caution when cooking with grease or anything that produces its own grease. In the event of a cooking fire, cover the burning pan with a lid, turn off the appliance if possible, evacuate, and call the fire department. NEVER use water to try to put out a grease fire! DO NOT attempt to move the pan. The range hood exhaust fan should be cleaned often to prevent the accumulation of grease and should be in use at all times when cooking. The burners and the oven should be kept free of grease. If a fire occurs inside the oven, close the oven door to prevent spread of the fire, turn off the oven, evacuate your family and call the fire department.

6.7. HOUSEKEEPING. Good housekeeping and cleanliness promote fire safety and prevention. Dispose of trash and combustibles regularly. Storage in attics is prohibited. Check around major appliances for dust accumulation, spilled flammable or combustible liquids or trash that may impede the safe operation of the appliance. Vacuuming behind the clothes dryer should be done on a monthly basis. Clean dryer lint traps after each load and vent hoses regularly. Take care that no plastic articles, pens, or crayons are placed in the dryer.

6.8. ELECTRICAL FIRE SAFETY. Extension cords are not to be used in place of fixed wiring. Do not overload plugs by the use of multiple

strip electrical devices or pig tailing. Surge protectors are only designed to offer electrical surge protections for delicate electronic equipment; they are not designed as an acceptable method of increasing electrical plug space.

6.9 OPEN FLAMES. Keep matches and lighters away from children as these devices and practices are leading cause of fires.

6.9.1 SMOKING. Smoking in bed is prohibited. Dispose of smoking material in a non-combustible container, and **never leave lit cigarettes unattended.**

6.9.2. BARBECUE GRILLS. Grills must be lit and supervised by adults only and must be placed clear of structures and building overhangs. Allow a minimum 10-foot clearance from all structures, trees, and shrubs. Use only approved charcoal lighters according to package directions, and do not pour additional lighter fluid on a lit fire.

6.9.3. CANDLES. **Never leave lighted candles unattended.** Do not place lighted candles in areas where they could contact flammable items such as curtains. Keep all lighted candles out of the reach of children.

6.9.4. OPEN BURNING IS PROHIBITED ON BASE. Disposal of trash by burning is prohibited. "Campfires" utilizing natural materials or propane gas shall be in approved enclosed screened metal campfire grills. Open fires for cooking shall be conducted in metal barbecue pits. Maintain 10 feet clearance from combustible material.

6.10. FLAMMABLE LIQUID STORAGE. Storage of flammable liquids

such as gasoline, turpentine, or tiki torch fluid is limited to a total of 5 gallons per household. Flammable liquids must be stored only in approved Underwriters Laboratory or Factory Mutual containers and must never be stored in living areas.

6.10.1. GASOLINE-POWERED EQUIPMENT. Lawn mowers, weed-eaters, power washers, and other gasoline-powered equipment must not be stored in housing living areas. Do not refuel equipment while it is running. Allow for sufficient cooling of equipment prior to refueling.

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Section 7 - SECURITY

7.1. SECURITY CONTROLS. The installation commander is responsible for the control and safeguarding of all base property. Routine patrolling of housing areas is accomplished on a regular basis by the Security Forces. Incidents, complaints, and inquiries concerning law enforcement should be directed to the 15 SFS Control Center at 449-6372.

7.2. VISITOR PASSES. For long-term visitors, residents may contact the Pass and Registration Section in building 1102, phone 449-9394. You must report to the Main Gate to sign-on short term guests. Requests for large groups of visitors for parties, weddings, etc., should be arranged at least 3 duty days in advance. For information call the 15 SFS at 449-2200.

7.3. CRIME STOP. Operation Crime Stop is a cooperative installation community effort to reduce the potential for criminal activities on the base and to report criminal acts as they occur. If you observe a crime in progress or suspicious activities anywhere on base, call Crime Stop at 449-7114. You may remain anonymous; however, it is usually beneficial to have your name and phone number in case re-contact is necessary. Security incidents should be directed to the 15th SFS at 449-6372. Hickam residents may also call 911, which is answered by the City and County of Honolulu. Calls originating on Hickam AFB requiring law enforcement response will be routed back to the 15 SFS for response.

7.4. FIREARMS. In accordance with Air Force Instruction 31-101, 15 ABWI 31-101, and PACAF Sup 31- 101, all personnel residing on Air

Force installations on the island of Oahu will register their privately owned weapons using the AF Form 1314. Housing residents may contact their respective units to obtain the form. Additional forms are available at 15 SFS Pass and Registration section. All personnel with privately owned weapons in the state of Hawaii must also register them with the Honolulu Police Department, regardless if they live on or off the installation. For additional information, contact the 15 SFS Operations section at 449-2200/2392 during normal duty hours.

7.5. PARKING. 15 ABWI 31-201 establishes on base parking rules for privately owned vehicles. Parking in the following areas is prohibited:

- Curbing marked with red paint (No Parking Zone)
- Curbing marked with yellow paint (Loading and Unloading only)
- On any grass, seeded, or dirt areas
- Within 15 feet of a crosswalk or intersection
- Within 10 feet of a fire hydrant
- Within 6 feet of any refuse dumpster
- Any area that causes double-parking or tandem parking
- Other areas posted by signs designating "No Parking"

7.6. EMERGENCY VEHICLES. All motorists must yield to emergency vehicles.

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Section 8 - GOOD NEIGHBORS

8.1. SUPPORT AND COOPERATION. Some of our military personnel work days, while others work swings or midnight shifts. At times, some personnel are working 12-hour shifts. We understand everyone's need to live a normal life, but we each must respect the privacy and rights of others and show some common sense and courtesy. Please be a good neighbor and provide your support and cooperation.

8.2. COMMON AREAS. Common (shared) areas are to be kept clean and free from all personal articles. Do not leave shoes, toys, bicycles, garden hoses, or any other personal items in these areas at any time.

8.3. NOISE CONTROL. Excessively loud music and noises are disruptive to the community. Please be considerate and cognizant of how your actions may disrupt others who are resting. Do not assume that your neighbors enjoy the same type of music or television programs that you do. Please keep volume down inside and outside your unit. If music, TV, stereo, etc. can be heard outside your home, it is too loud. Respect the rights of others to enjoy peace and quiet in their own homes. Quiet hours (10 p.m. to 7:30 a.m.) are strictly enforced.

8.4. PARTIES. Many complaints can be avoided by informing your neighbors prior to hosting a party. The best way to prevent any misunderstanding over noise or music volume is to make arrangements with your neighbors, let them know your intent, and be considerate. Also, please ensure your guests do not park in unauthorized areas or in neighbors' assigned parking areas.

8.5. CHILDREN. Parents, divert your children's activities away from

other housing units so their noise does not cause disturbance to the neighborhood. Instruct your children to be considerate of others. All questions or concerns regarding child supervision, babysitting criteria, or suspected child abuse should be directed to Family Advocacy at 449-6474. Please see Attachment A to this brochure for additional information.

8.6. PETS. Always exercise consideration and respect for your neighbors and assure your pets do not become a nuisance to the neighborhood. (See also Section 4)

8.7. RESIDENT DISPUTES. As in most close communities, there is always the potential for disputes between neighbors. The best way to handle this is for the affected parties to simply discuss the issues between themselves and seek resolution. This should be accomplished resident to resident if at all possible. In the event this does not resolve the conflict, residents should then request that the Hickam Community Housing property manager work with all parties involved in the situation to bring it to resolution. If the property manager is unable to resolve the issue residents will be referred to the Privatized Housing Element Chief for resolution. The Air Force chain of command will become involved only when all attempts to resolve the situation have not been successful. Residents may request mediation services from the Military Equal Opportunity office or seek counseling with the base chaplain. The Hickam Community Housing office is available to residents to provide clarification of policies and procedures.

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Section 9 – COMMUNITY/RESIDENTIAL ACTIVITIES

9.1. GARAGE SALES. For safety and security reasons, these types of sales are not authorized on Hickam AFB. However, a base-wide tail-gate sale is held the first and third Saturday of each month in the lot next to the Commissary. For details, call the Services Squadron at 449-3354. The Thrift Shop is also available for sale of personal belongings.

9.2. AUTOMOBILES FOR SALE. Automobiles displaying “For Sale” signs may be parked in housing areas if they are being used on a consistent basis for transportation, but may not be parked at quarters indefinitely if not in use. Vehicles for sale and not being used for transportation must be registered and placed on the Auto Resale Lot. For information, call the Craft Sales Store in the Skills Development Center at 449-2457.

9.3. HOME BUSINESS ENTERPRISES. Request for operating a home business in Hickam Community Housing must be submitted for approval through your unit commander to the Housing Office. NO BUSINESS MAY BE TRANSACTED FROM YOUR HOME WITHOUT PRIOR WRITTEN APPROVAL.

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Section 10 - SELF-HELP / LAWN AND GARDEN CENTER

10.1. REQUESTING APPROVAL. Many improvements to family housing are scheduled to take place through the Hickam Community Housing maintenance and future refurbishment programs. As such, many desired improvements and repairs formerly made by the resident through self-help programs will now be completed by Hickam Community Housing. If a resident wishes to utilize the self-help or lawn and garden center to improve his or her housing unit, the proposed work must be authorized by Hickam Community Housing. NO SELF-HELP PROJECT SHOULD BE INITIATED UNTIL WRITTEN APPROVAL HAS BEEN RECEIVED.

10.2. SELF-HELP STORE / LAWN AND GARDEN CENTER. The Self-help Store /Lawn and Garden Center provides to residents home improvement items, grass seed, fertilizer, and the use of lawn/garden equipment. Store hours are Tuesday – Friday, 8 a.m. to 4 p.m., and Saturday 8 a.m. to 2 p.m. If you have questions, you may contact the Self-help Store / Lawn and Garden Center at 423-1650.

10.3. LIMITATIONS. Each household has a limitation on the amount of materials allowed per month. For more information, contact the Self-help Store / Lawn and Garden Center. All residents may check out lawn and garden equipment and must check the equipment back in within the required time limitations.

10.4. TRAMPOLINES. Trampolines may be installed only in back yards within a lockable fenced area or with a lockable cover. A 10-foot clear zone in all directions around a trampoline is required. Check with the Staff Judge Advocate Office regarding liability laws. Liability insur-

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ance is required. Prior to installation, you must have written approval from Hickam Community Housing and you must sign a statement accepting liability.

10.5. WINDOW AIR CONDITIONERS. In housing units with central air conditioning, window air conditioners are not permitted. Installation of privately owned window air conditioners requires prior written approval by Hickam Community Housing. Normally, each housing unit is limited to one window air conditioner per bedroom plus one additional unit; however, homes with living areas larger than 1,400 square feet will be evaluated on a case-by-case basis. Requestors must comply with limitations and installation criteria.

10.6. BASKETBALL HOOPS. Placement in streets is prohibited. No basketball hoops are to be affixed to Hickam Community Housing without prior written approval.

10.7. PROHIBITED ITEMS IN HOUSING AREAS. Fishponds, hot tubs, swimming pools, wooden lattice, tree swings, and other items affixed to trees or buildings are prohibited.

Section 11 – ENVIRONMENTAL CONCERNS

11.1. HOUSEHOLD HAZARDOUS WASTE. Hazardous waste is any material discarded from the home that threatens our environment or health and well being through improper handling or disposal. Examples are motor oil, pesticides, paint, batteries, and household cleaning products.

11.2. DISPOSAL OF HOUSEHOLD HAZARDOUS WASTE. Households have exemptions that allow for the disposal of hazardous waste in general refuse dumpsters that are not available when disposing hazardous waste generated in the workplace. General refuse goes to the City and County of Honolulu waste to energy conversion facility and we are required to follow their guidance for disposal of hazardous waste. Handy product substitution recommendations, recycling, and proper disposal instructions can be found on their web site at http://www.opala.org/waste_disposal_at_home/household_hazardous_waste.html

A summary describing the proper recycling and disposal procedures for Hickam AFB residents is included below.

11.2.1. RECYCLE. If you have leftover household cleaners, you may contact the Hickam Community Housing Office for assistance.

11.2.2 FLUSH DOWN HOUSEHOLD DRAINS. Never dump household cleaning agents down storm drains, as these drains flow directly into the ocean. Care should be taken to ensure that cleaning agents are not combined because some chemicals, if mixed, can produce toxic gases. With plenty of running water, it is safe to flush the following into

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house drains: aluminum cleaners, window cleaners, water-based glue, lye-based paint stripper, alcohol based lotions, drain cleaners, rust removers, bathroom cleaners, ammonia-based cleaners, disinfectants, and hair relaxants or permanent wave lotions.

11.2.3. PLACE IN THE TRASH. If treated properly, some items may be disposed of in your regular trash. This includes liquids such as cooking grease that can be solidified in plastic bags with sawdust, kitty litter, old rags, or shredded newspaper. The material will soon turn into a solid clump that can be placed in the trash. Be sure that you have completely emptied the contents of aerosol spray containers before placing them in the trash. Although not a comprehensive list, the following may be disposed in the trash:

- ☐ empty aerosol cans
- ☐ floor care products
- ☐ lye-based oven cleaner
- ☐ art supplies
- ☐ solidified fiberglass epoxy primer
- ☐ mercury batteries
- ☐ mothballs
- ☐ insect sprays
- ☐ furniture polish
- ☐ solidified nail polish
- ☐ solidified varnish, primer, and paint
- ☐ solidified brake fluid
- ☐ car wash with solvent
- ☐ auto repair products
- ☐ fertilizers

- ☐ transmission fluid, solidified motor oil, and other oils
- ☐ shoe polish.

11.2.4. SPECIAL HANDLING. Some materials require special disposal procedures.

11.2.4.1. CAR BATTERIES. Take old car batteries to the Recycling Center or to Firestone, AAFES, or the Auto Hobby Shop. Car batteries should never be left outside the disposal location but should be turned in during business hours when a representative is present to accept them. It is against the law in the state of Hawaii for car batteries to be abandoned in any location.

11.2.4.2. TIRES. Tires are not accepted at the Recycling Center. When purchasing tires, some vendors will accept old ones. It is against the law in the state of Hawaii for tires to be abandoned in any location.

11.2.4.3. USED ENGINE OIL. Change automobile oil at the Auto Hobby Shop and dispose of oil in the containers provided there, or purchase oil change boxes that contain absorbents which, when properly used, allow disposal in the trash.

11.2.4.4. OTHER MATERIALS. If you are unsure on the proper disposal of some materials, please visit the web site http://www.opala.org/recycling_at_home/recycling_at_home.html. For additional information, contact the Environmental Office at 449-1584 x237, or consult the "Disposal of Household Hazardous Waste" fact sheet available at the Hickam Community Housing Office or Environmental Office.

11.2.4.5. PROPANE TANK: Household propane tanks (limited to 2 per customer) may be turned into Aloha LP (668-8700) and Air Liquid (845-9021) free of charge or Gas Pro (842-2130) no charge with purchase. Empty tanks may also be disposed of at a City Refuse Convenience Center. Never put your empty propane tanks in the trash.

11.3. LEAD-BASE PAINT. Residents should be aware that many of the homes on Hickam AFB were constructed before the harmful effects of lead-base paint were known. As a result, many of our homes may still contain lead-base paint under the many subsequent coats of non-lead-base paint. Should you encounter any peeling or chalking paint that you believe presents a hazardous situation, call Hickam Community Housing Office at 423-2300 for repairs. To avoid creating dust that could contain particles of old lead-based paint, do not disturb or sand painted surfaces. Clean with non-abrasives such as dishwashing detergent. Please refer to pamphlets provided upon assignment in the Hickam Community Housing Office. Additional information is available from Military Public Health in building 2070, 1225 Freedom Avenue. Also, the EPA has a toll-free telephone service at 1-800-LEAD-FYI (1-800- 532-3394).

11.4. STORM WATER POLLUTION PREVENTION. Storm drain inlets collect storm water to prevent streets and adjoining property from flooding. The inlets at Hickam are not connected to the sanitary sewer, so storm water drains to the ocean without treatment. To maintain good water quality and protect the health of Hawaii's coral reef, we all must act responsibly to prevent contamination of the storm drain systems. Take the following actions:

- ☐ Sweep sidewalks and driveways and do not hose debris into storm drains
- ☐ Clean antifreeze or oil drips with kitty litter or other absorbent material and place in the trash
- ☐ Immediately report large spills to the Hickam Fire Department at 449-8100
- ☐ Repair vehicle leaks
- ☐ Avoid overuse of fertilizers and pesticides
- ☐ Flush dirty mop water in household drains with plenty of running water
- ☐ Pick up animal waste and either flush it in the toilet or place it in the trash
- ☐ Pick up litter and debris from yards and assure that lids are secured on garbage cans
- ☐ Use only biodegradable, ammonia-free and phosphate-free soaps such as Ivory Liquid or Simple Green when washing your car
- ☐ Do not over-water lawns or other landscaping
- ☐ Do not use chlorinated cleaning agents to clean drive ways and sidewalks; use a scrub brush or high-pressure water
- ☐ Report illegal dumping to Security Forces at 449-6372
- ☐ Report blocked storm inlets to the Hickam Community Housing Office at 423-2300
- ☐ Contact the 15CES Environmental Flight at 449-1584 for assistance concerning storm water pollution prevention

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Section 12 - TERMINATION OF FAMILY HOUSING

12.1. GIVING NOTICE. Service members who receive PCS orders or are otherwise reassigned to another installation are required to terminate occupancy of Hickam Community Housing prior to departure. Personnel who are separating or retiring must accomplish a successful termination inspection prior to the separation or retirement date. The sponsor will provide the Hickam Community Housing Office with at least a 30-day notice with exceptions allowed for short notice PCS or separations. Contact the Hickam Community Housing Office in person or by calling 423-2300 to schedule an appointment. Residents should schedule their household goods pick-up date and departure flight date prior to arriving for their appointment with the Hickam Community Housing Office. Three copies of orders and amendments are required for processing your termination. During your visit to the Hickam Community Housing Office, ask about submitting an advance application for housing at your gaining base. Arrangements may also be made at that time for loaner furnishings for use in your quarters after household goods have been picked up.

12.2. TERMINATION INSPECTION. The responsibility for termination of Hickam Community Housing rests solely with the military sponsor who must be present at the inspection. In an emergency situation only, the sponsor may designate a spouse or military representative with special power of attorney which may be obtained at the base legal office. It is imperative that the quarters are ready and the military member is present on time. If the military member will not be present at the scheduled time, they must call the Hickam Community Housing Office to reschedule. The Hickam Community Housing Office will provide cleaning and damage guidelines to residents upon unit assign-

ment and review the guidelines prior to vacancy. Damages caused by tobacco smoke, pets, abuse, and other damages beyond normal wear and tear will be repaired and the cost billed to the resident. A detailed cost breakout will be provided to the resident. Photographs will be provided for repairs exceeding \$300. A bill for the costs will be provided with the estimates. Military members will be required to pay for damages prior to clearing base. If full payment cannot be made, a written payment schedule will be signed. If payments are not made in accordance with the agreed upon payment schedule, they will be forwarded to a collection agency.

Attachment A. SAFE SUPERVISION OF CHILDREN/GUESTS

If you have questions or concerns regarding parental supervision, child neglect, or child abuse, please contact Family Advocacy at 449-5892.

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Notes:

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